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August 9, 2005

## **PROVIDER BULLETIN Ch100-05-01**

**TO:** Participating Medical Assistance Providers

**RE:** Update to Chapter 100, General Policy and Procedures  
Appendix 5, Error Code Explanations

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The department has updated Chapter 100, General Appendix 5, with several new error code explanations. The entire appendix has been revised and dated July 2005. The affected policy items are designated by “=” signs to the left.

To reduce copying and mailing cost, the department may not always include hardcopies of attachments referenced in notices and bulletins. Web site links are identified so providers may view and print the material from the Internet.

The changes discussed above have been added to Chapter 100 and are available on the HFS Web site at: <http://www.hfs.illinois.gov/handbooks/>

If you do not have access to the Internet, or need a paper copy, printed copies are available upon written request. You need to specify a physical street address to ensure delivery. Submit your written request or fax to:

Illinois Department of Healthcare and Family Services  
Provider Participation Unit  
Post Office Box 19114  
Springfield, Illinois 62794-9114  
Fax Number: 217-557-8800  
E-mail address is [PPU@idpa.state.il.us](mailto:PPU@idpa.state.il.us)

Providers are reminded of the department's 12-month timely filing policy. A claim will be considered for payment only if it is received by the department no later than 12 months from the date on which services or items are provided. This time limit applies to both initial and resubmitted claims. Rebilled claims, as well as initial claims, received more than 12 months from the date of service will not be paid.

Effective July 1, the name of the Department of Public Aid (DPA) changed to Healthcare and Family Services (HFS). You will see the new name on forms, letters and the Internet. Until existing form supplies are exhausted, we will continue to use materials bearing the former DPA name and logo. Either version of documents should be considered official regardless of the name they bear.

Only our name has changed. HFS's programs, staff, office locations, mailing addresses and phone numbers remain the same as DPA's. We believe our new name more clearly reflects our mission of service to the State of Illinois including providing access to health care for over two million Illinoisans. We deeply appreciate your participation in our programs and we hope this change poses no inconvenience or confusion for you.

Providers wishing to receive e-mail notification, when new provider information is posted by the department, may register at the following HFS Web site at:

<http://www.hfs.illinois.gov/provrel>

Questions regarding this notice may be directed to the Bureau of Comprehensive Health Services at 1-877-782-5565.